OnVUE Technical Requirements for the Candidate

Pearson strongly recommends using equipment that meets or exceeds the Recommended Specifications. The minimum requirements will change periodically based on the needs of our exam sponsors.

	Minimum Required	Recommended Specifications
Operating System	**Windows 10** (**64-bit**) – *(excluding 'S Mode')* **macOS High Sierra (10.13)** and above – *(excluding beta versions)* **Note:** macOS, starting with **Mojave**, now requires permission from the user to allow any hardware access to an application, which includes **OnVUE** (proctorapp). Candidates should be prompted to allow this application.	
	Note: Windows Operating Systems must pass Genuine Windows Validation. • **Windows 8/8.1**, **Windows 7**, **Windows Vista**, and **Windows XP** are not supported for exam delivery • All **Linux/Unix** based Operating Systems are not supported	
Firewall	Corporate firewalls (including VPNs) or proxies often cause this delivery method to fail. We recommend testing on a personal computer. Work computers generally have more restrictions that may prevent successful delivery. Please take your exam in a setting without a corporate firewall.	
RAM	**OS specified Minimum RAM**	**4 GB RAM** or more
Display	Minimum Resolution: **1024 x 768** in **16-bit color**.	Recommended Resolution: **1920 x 1080** or higher in **32-bit color**.
	If using an external monitor, you must close your laptop and use an external keyboard, mouse, and webcam. Multiple monitors are forbidden. Touch screens are strictly forbidden.	
Supported Internet Browsers	The newest versions of Microsoft **Edge**, **Safari**, **Chrome**, and **Firefox**, for web registrations or downloading the secure browser.	
Internet Connection	For optimal performance, a reliable and stable connection speed of **3 Mbps down/up** is required. We recommend testing on a wired network as opposed to a wireless network. If testing from home, ask others within the household to avoid internet use during your exam session. Tethering to a mobile hotspot is explicitly prohibited.	

OnVUE OP 3.0 Network Admin Min Specs

	Minimum Required	Recommended Specifications
Webcam	Webcam must have a **minimum resolution of 640x480 @ 10 fps**. Webcam may be internal, or an external webcam connected to the computer. **Note:** **Mobile phones** are **strictly prohibited** as a webcam for exam delivery. **Note:** Mac OS users may need to allow OnVUE within their **System Preferences: Security & Privacy: Privacy** settings for camera.	
Sound & Microphone	Verify the audio and microphone are not muted. Headphones and headsets (wired or Bluetooth) are not allowed unless explicitly approved by your test sponsor. **Note:** Mac OS users may need to allow OnVUE within their **System Preferences: Security & Privacy: Privacy** settings for microphone.	
Browser Settings	**Internet Cookies must be enabled.**	
Device	All tablets are strictly prohibited, unless it has a physical keyboard and meets the operating system requirements mentioned earlier.	
Power	Ensure you are connected to a power source before starting your exam to avoid draining your battery during the exam.	

Mac special note

Note

Starting with **Mojave**, Mac OS users are required to grant permission to applications that need hardware access, which includes OnVUE. Candidates should be prompted to allow this application.

If candidates deny OnVUE the first time, they will not be prompted again and will need to manually grant permission through **System Preferences**. In **System Preferences**, they must allow OnVUE within the **Security & Privacy: Privacy** settings for *Microphone* and *Camera*. Additionally, OnVUE may require permission for *Automation* and *Input Monitoring*.

These technical requirements apply to any candidate taking an exam from their office or a location with a network administrator who controls the hardware, delivery software, network configurations (firewalls, etc.), or a combination of these variables that will impact the exam experience.

Note

Most candidates will not be required to make any changes to successfully take Online Proctored exams.

OnVUE Advanced Technical Requirements for the Networking Professional

This information below describes a full set of technical requirements and configuration settings necessary for delivering **Online Proctored** exams using OnVUE and Pearson VUE Browser Lock or Pearson ITS Secure Browser. The configuration settings and technical requirements described are targeted at an audience of mid to higher level technical skill.

These configuration settings and requirements should only be implemented if you are confident you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements **DO NOT make changes without first consulting with a Technology Professional.**

Required Configurations

- **Recommended:** Ensure any security software will not block execution of JavaScript.

- The following URLs may need to be added as trusted sites under Internet Settings. This can be done by going to the **Control Panel | Internet Options | Security** tab. Select **Trusted Sites**. Click the **Sites** button and add the following items to the list of websites. You may need to deselect the ***Require server verification (https:) for all sites in this zone*** option.

  o http://*.pearson.com & https://*.pearson.com

  o http://*.pearsonvue.com & https://*.pearsonvue.com

  o http://*.proctorcam.com & https://*.proctorcam.com

  o http://*.starttest.com & https://*.starttest.com

  o http://*.starttest2.com & https://*.starttest2.com

  o http://*.programworkshop.com & https://*.programworkshop.com

  o https://*.*.twilio.com

  o https://*.*.pvue2.com

  o https://*.*.ably.io

  o https://*.*.ably-realtime.com

  o https://*.*.wowza.com

  o https://*.onvue.com

Warning

Sometimes it works better on certain systems if you add them in one of these fashions:

(1) http://starttest.com

(2) http://starttest2.com

(3) *.starttest.com*

(4) *.starttest2.com*

(5) *.programworkshop.com*

Network & Domain Level Configuration Settings

This section describes the configuration settings necessary on the LAN / WAN used for IBT Exam Delivery. A moderate to high level of technical skill may be necessary to comply with these settings. **DO NOT make changes that you do not understand** without first consulting a Technology Professional.

- **Pearson Strongly Recommends** using a wired network rather than a wireless network, as it provides better exam delivery performance.

- **Pearson Strongly Recommends** avoiding network configurations involving **VPN, Proxy Servers, Advanced Firewall Security Configurations** and other network security measures such as but not limited to **Packet Filtering or Packet Inspection**. These advanced security configurations are known to cause moderate to severe degradation in exam delivery performance.

- For **Pearson IBT Exams** Port **80** (HTTP), Port **443** (HTTPS), and Port **1935** (video streaming) must have sustained continuous connections. It is **strongly recommended** that traffic on these ports should be completely unrestricted.

Troubleshooting Tips

- If you are having performance issues or your exam will not launch, do the following:

  - Stop active Anti-virus scanning while taking an exam. Some anti-virus software can cause performance issues.
    – or –

  - Contact your program manager to discuss having an exception made to your Pearson VUE Browser Lock process action list to allow your internet security or antivirus software used by your organization and/or candidates.